

# AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Fischer et al.

Docket No.

00EC037/78111

Application No.  
09/499,817

Filing Date  
8 February 2005

Examiner  
Bing Q. Bui

Customer No.  
24628

Group Art Unit  
2642

Confirmation No.

Invention: Providing Customer Data on an Automatic Call Distribution System Agent

## COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

### CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	25 -	25 =	0	x \$50.00	\$0.00
INDEP. CLAIMS	4 -	4 =	0	x \$200.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00


- ☒ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. \_\_\_\_\_ in the amount of \_\_\_\_\_
- ☐ A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.
- ☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account **23-0920**
- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☒ Any patent application processing fees under 37 CFR 1.17.
- ☐ Payment by credit card. Form PTO-2038.

**WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.**

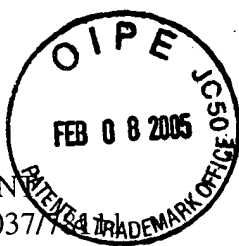
  
Signature

L. Friedman, Reg. No. 37,135

Dated: 8 February 2005

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on	
8 February 2005 (Date)	Express Mail No. EV 555563645 US
	
Signature of Person Mailing Correspondence	
Shannon Wooten	
Typed or Printed Name of Person Mailing Correspondence	

cc:



02-09-05

2642  
JFW

PATENT  
00EC0377

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Fischer et al. )  
)  
Title: Providing Customer Data to an )  
Automatic Call Distribution System )  
Agent )  
)  
Serial No.: 09/499,817 )  
)  
Filed: 8 February 2000 )  
)  
Primary Examiner: Bing Q. Bui )  
)  
Art Unit: 2642 )  
\_\_\_\_\_ )

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this date.

8 FEB 2005 JFW  
Date  
Express Mail Label No. EV 555563845 US

AMENDMENT AND REPLY TO OFFICE ACTION UNDER 37 CFR 1.111

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir or Madam:

This reply is submitted to the Office Action mailed 22 November 2004. This reply hereby authorizes the charge of any deficiency in fees in connection with the captioned application to Deposit Account 23-0920. No new matter is added. Please amend application as follows: